

INFORMATION AND COMMUNICATION SERVICES
NIH - TASK ORDER

RFTOP# 110 TITLE: Support for Public Inquiry Response/Publication Distribution

PART I - REQUEST FOR TASK ORDER PROPOSALS

A. POINT OF CONTACT NAME: Anthony Revenis
Phone- (301) 402-3073
Fax- (301) 435-6101

Proposal Address: 6011 Executive Blvd. Rm 529S, Rockville, MD 20892-7663

Billing Address: OFM, NIH, Bldg 31, Rm B1B39, Bethesda, MD 20892-2045

B. PROPOSED PERIOD OF PERFORMANCE: One year from the date of award (12/14/02), with 4 one-year options for renewals.

C. PRICING METHOD: Time and Material - Firms are to provide a list of job categories that are likely to be utilized in the performance of the below requirements. Include the estimated number of hours for each category and a fixed hourly price for each category. All labor related charges, including fringe benefits, indirect costs and profit must be included in this hourly price. For non-labor costs, firms will bill at cost plus a specified percentage as an administrative handling fee. Firms are to clearly propose their administrative handling fee as a percentage markup for all non-labor charges and estimate the percentage of total costs that will be labor vs. non-labor. Price will be a factor in the determination of the firm that is selected for award. Proposals will be evaluated for cost based on the hourly prices proposed and the cost of securing non-labor items. This analysis will be compared with technical elements to determine the proposal that represents the best value to the NIH.

D. PROPOSAL INSTRUCTIONS: Proposals should be submitted to the Point of Contact by e-mail. Please enter in the subject line the following text: "RFTOP #110 -- Proposal from [insert your firm name]." A signed task order form may be scanned and submitted or will be requested later from the successful bidder. Proposals will be no more than 20 pages in length.

E. RESPONSE DUE DATE: December 4, 2002 at 4:00PM, NIH time.

F. TASK DESCRIPTION: The National Eye Institute (NEI), part of the National Institutes of Health (NIH), is the Federal government's principal agency for conducting and supporting vision research. The NEI Office of Communication, Health Education, and Public Liaison (OC) is responsible for responding to inquiries received from both professional and lay audiences as well as distributing materials published by the Institute.

The NEI/OC currently responds to approximately 17,000 public inquiries each year. In addition, the NEI publications inventory requires approximately 16, 000 square feet of warehouse space.

Task Requirements

Under this task order, the NEI requires contractor support to perform the following activities:

Public Inquiry Response

- Respond to inquiries received by phone, mail, and e-mail. Tasks include providing verbal responses and writing of custom responses to inquiries.
- Establish and maintain files/library of health and medical materials needed to respond to inquiries.
- Establish training and quality control procedures and provide documentation in a procedures manual.
- Manage toll-free lines for receiving publications orders, both in English and Spanish. (These lines may be answered by an automated attendant.)
- Develop and maintain a system for tracking public inquiry data.

Publication Warehousing and Distribution

- Procure and maintain adequate warehouse space.
- Transfer and maintain an inventory of NEI publications and other materials that may include NEI exhibit cases, video tapes, and boxes of archived information.
- Receive, verify and store bulk shipments of publications.
- Maintaining a publications inventory database.
- Assemble and package materials to respond to publication requests.
- Deliver mail to the U.S. Post Office or NIH Main Mail Processing Facility; maintaining awareness of postal regulations and NIH mailroom procedures and guidelines; and making contact with the staff of the NIH Mail Services Branch to obtain guidance and assistance, as appropriate.
- Assemble materials for special mailings.
- Provide for daily courier service between the NEI/OC office on the NIH campus, the contractor's offices, and warehouse.

Special Requirements

The contractor should provide a dedicated telephone line to receive public inquiry calls transferred by the NEI/OC.

The system for tracking public inquiry data should provide an interface that allows NEI/OC staff to enter data on public inquiries they complete each month and to place publication orders.

Reporting Requirements

The contractor will provide the following **monthly** reports:

- an inventory of NEI publications

- a status report summarizing key activities that were completed or in progress
- a summary of data on public inquiries

Each report should be submitted by 10 working days from the end of the month.

Location of Work

Services are expected to be performed at the contractor's facilities.

G. EVALUATION FACTORS

The proposed evaluation procedures will be assessed by the NEI to determine the extent to which these procedures are likely to produce objective and meaningful feedback.

Successful Corporate Experience (70%)

Contractor must demonstrate highly successful experience performing projects related to the work outlined in this task order. No more than five relevant projects demonstrating the contractor's experience should be provided.

Staffing and Management (30%)

Contractors must demonstrate experience of key personnel in supporting the planning and implementation of activities described in the task order. (Resumes should be limited to the proposed Project Manager) Contractors are to provide a staffing plan and budget, including proposed labor hours and a management plan that describes the contractor's approach to managing work, including a backup plan in the event that key personnel are absent. As part of the staffing and management plan, the contractor shall summarize the relevant experience and skills of each of the individuals proposed for the task order

Cost (10%)

While price is not the most important evaluation factor, proposed hourly prices and handling charges will be considered in determining the firm that represents the best value to the government.

TO # NICS-110 TITLE: Support for Public Inquiry Response/Publication Distribution
PART II - CONTRACTOR'S REPLY: CONTRACT #263-01-D-0_____

Contractor:

Points of Contact:

Phone-

Fax-

Address:

TOTAL ESTIMATED COST:

Pricing Method

TOTAL ESTIMATED NUMBER OF HOURS:

PROPOSED COMPLETION DATE:

FOR THE

CONTRACTOR:

Signature

Date

SOURCE SELECTION:

WE HAVE REVIEWED ALL SUBMITTED PROPOSALS HAVE DETERMINED THIS FIRM SUBMITTED THE BEST OVERALL PROPOSAL AND THE PRICE/COST IS REASONABLE.

Billing Reference # _____

Appropriations Data: _____

RECOMMENDED:

FAX #

Signature - Project Officer

Date

APPROVED:

FAX #

Signature - Contracting Officer

Date

NIH APPROVAL -

CONTRACTOR SHALL NOT EXCEED THE ESTIMATED LABOR HOURS OR ESTIMATED TASK ORDER AMOUNT WITHOUT THE WRITTEN APPROVAL OF THE CONTRACTING OFFICER & PICS COORDINATOR

APPROVED: _____

Signature –Anthony M. Revenis, J.D., NIH-PICS Coordinator

Date